



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Odin Telephone Exchange, Inc.**  
**Fairpoint Communications / Odin Telephone Exchange, Inc.**  
**for quarter ending June 30, 2005**

| Performance Data   | April   | May     | June    | Quarterly Average |
|--|---------|---------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]       | 0.00    | 0.00    | 0.00    | 0.00              |
| B. Operator Answer Time - Information [730.510(a)(1)]                  | 0.00    | 0.00    | 0.00    | 0.00              |
| C. Repair Office Answer Time [730.510(b)(1)]                           | 0.00    | 0.00    | 0.00    | 0.00              |
| D. Business or Customer Service Answer Time [730.510(b)(1)]            | 0.00    | 0.00    | 0.00    | 0.00              |
| E. Percent of Service Installations [730.540(a)]                       | 97.88%  | 95.45%  | 95.39%  | 96.24%            |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00%           |
| G. Trouble Reports per 100 Access Lines [ 730.545(a)]                  | 1.75    | 1.69    | 2.25    | 1.90              |
| H. Percent Repeat Trouble Reports [730.545(c)]                         | 7.05%   | 10.73%  | 7.17%   | 8.32%             |
| I. Percent of Installation Trouble Reports [730.545(f)]                | 0.00%   | 0.00%   | 0.00%   | 0.00%             |
| J. Missed Repair Appointments [730.545(h)]                             | 0       | 0       | 0       | 0                 |
| K. Missed Installation Appointments [730.540(d)]                       | 0       | 0       | 0       | 0                 |

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Odin Telephone Exchange, Inc.  
Fairpoint Communications / Odin Telephone Exchange, Inc.  
for quarter ending June 30, 2005**